

Item Number	Release Item Name	Description	Primary Impacted Audience
CR 181933	Pending Count Navigation	<p>Within Provider Portal, the Pending Count for various PCP status was updated to properly link to the full list of the items that are pending. This field was also extended to increase the pending count timeline and allow for better tracking and management for Provider Portal Users.</p> <p>This CR also updated the exception counting for up to one year. This means that an exception for a billed service will be listed in the exception counter until 365 days after the Date of Service.</p>	DDA Providers
CR 189797	Update DDA Nursing Services & Rename Rent Service	<p>DDA Nursing Services were updated to be available for selection in the appropriate waivers</p> <ol style="list-style-type: none"> 1. Family Supports Waiver- "Nursing - Nurse Care Management and Delegation" 2. Family Supports Waiver- "Nursing - Nurse Consultation" <p>Rename service "Rent - Live In Caregiver Support". Moving forward the service will be called: "Live in Caregiver Supports"</p>	
CR 191780	DDA IVR Updates	Updates were made to the IVR used for clock-in and clock out for the delivery of Personal Supports services. The update slows down the prompts to allow users to listen more closely and be able to select the appropriate buttons in use of the call-in system	DDA Pilot Providers ONLY
Defect Number	Defect Name	Description	Primary Impacted Audience
186746	PCP Monthly Display incorrect in Provider acceptance	<p>Defect: Services sent for acceptance and accepted by providers were displaying a total of "0" units for the last month of the plan in Provider Portal. The display of "0" units did NOT match what the CCS entered into the PCP.</p> <p>Fix: Provider Portal was updated to ensure that all units entered by the CCS in LTSS is properly displayed in Provider Portal. Pilot providers who had issues tied to this 0 unit authorization should be able to appropriately bill for those months. Defect ID helped to address the billing functionality for those months that were previously listed as "0" units</p>	DDA Providers
188259	PCP: Unable to submit PCP due to invalid Outcomes related error	<p>Defect: There were a small number of cases where the CCS was unable to submit a PCP due to an invalid error. Error indicated that an outcome was not associated with a service, when it actually was.</p> <p>Fix: The fix updated the system to ensure that the system verifies the outcome is associated with a service prior to PCP submission."</p>	CCS Agencies
191287	PCP: User issue switching service prior to Provider Add	<p>Defect: Initial system design would NOT ALLOW a provider agency to be associated with a service if that provider location did NOT have the appropriate COS code for that service. However, there were parts of this limitation not working as expected if the CCS experienced an interruption while in the middle of adding the Provider to the service. This caused Provider locations without the appropriate COS code to be incorrectly tied to a service that could not be delivered by that provider location.</p> <p>Fix: The fix in the system was to address this bypass and prevent ANY Provider location without the appropriate COS from being associated with a specific service.</p>	CCS Agencies

193791	CCS Monitoring and Follow-up Form not auto-generated	<p>Defect: In some cases, the CCS Monitoring and Follow-up (MFU) form did not auto-generate on the appropriate quarterly schedule.</p> <p>Fix: The logic was updated to ensure that the CCS MFU form appropriately generates every quarter, according to the individual's annual PCP date</p>	CCS Agencies
194925	PCP: Revising Annual PCP allowing add/edit of services prior to the effective date	<p>Defect: In the process of creating a revised PCP, the system was inadvertently allowing the addition and editing of services for months that were prior to the effective date of the in-progress PCP.</p> <p>Fix: In the creation of a PCP (whether Revised, Annual or Initial) ccs should only be making revisions to current approved services or adding new services that will be implemented on or after the effective date.</p> <p>It is important that CCS users follow the below process when creating a PCP.</p> <ol style="list-style-type: none"> 1. Enter the Effective date of the PCP- ALWAYS COMPLETE THIS STEP FIRST 2. Complete the Focused Area Exploration (FAE) section and all other relevant sections 3. Complete the Outcomes and Summary sections of the PCP and review information that copied over, if anything 4. Complete the Basic Service Authorization (ONLY for months of service from March 2020 through June 2020). 5. Complete the Detailed Service Authorization (for Services to be rendered from July 2020 moving forward) 	CCS Agencies
197587	Billing: DDA Services affected by PCP 13th month defect	<p>Defect: This is tied to the defect mentioned above. For the Pilot providers who billed against a PCP where "0" units were authorized, the submitted billing threw an exception and did not go through.</p> <p>Fix: The system was updated to reflect the appropriate units and allow billing against the months where the units were previously "0". The system now displays the appropriate units authorized and billing should not exception out for this reason</p>	DDA Pilot Providers ONLY
198935	PCP: CCS unable to print PCP due to invalid error	<p>Defect: A few CCS were unable to print the PCP as appropriate, due to an invalid system error.</p> <p>Fix: The CCS should be able to print the PCP as appropriate, during and after the PCP creation and approval process.</p> <p>Note: Since CCS Agencies have always had access to print the PCP for persons they serve, CCS can and should print and share the PCP with the appropriate authorized parties upon request. CCS should also be able to save a PDF version to share electronically with the authorized persons for the individual or a provider who is approved to serve the individual.</p>	CCS Agencies